



# **Army Center of Excellence, Subsistence Management Assistance Division**

**FY 2005**

**Diner Survey Assessment**



# Survey Administration



- A total of 1004 surveys were completed
  - Not all questions were completed on all surveys
- Surveys were conducted at 22 Installations during regularly scheduled FMAT visits
- Surveys were administered during meal periods in the dining facility
- Completed individual surveys were shared with Food Program Managers and Dining Facility Managers
- Survey results are briefed to the Command during the exit briefing at the Installation



# Installations / #Surveys



<b>Fort Drum</b>	<b>73</b>
<b>Fort Knox</b>	<b>70</b>
<b>Fort Belvoir</b>	<b>31</b>
<b>Fort Polk</b>	<b>88</b>
<b>Redstone Arsenal</b>	<b>20</b>
<b>Fort Rucker</b>	<b>20</b>
<b>Fort Bragg</b>	<b>28</b>
<b>Fort Jackson</b>	<b>50</b>
<b>Fort Gordon</b>	<b>79</b>
<b>Hawaii</b>	<b>54</b>
<b>Fort Meade</b>	<b>36</b>
<b>Fort Lewis</b>	<b>77</b>
<b>Fort Leonard Wood</b>	<b>50</b>
<b>Fort McCoy</b>	<b>38</b>
<b>Fort Benning</b>	<b>50</b>
<b>West Point</b>	<b>15</b>
<b>Fort Eustis</b>	<b>75</b>
<b>Fort Monmouth</b>	<b>25</b>
<b><u>Europe (4 Installations)</u></b>	<b><u>125</u></b>
<b>Total: 22</b>	<b>Total: 1004</b>

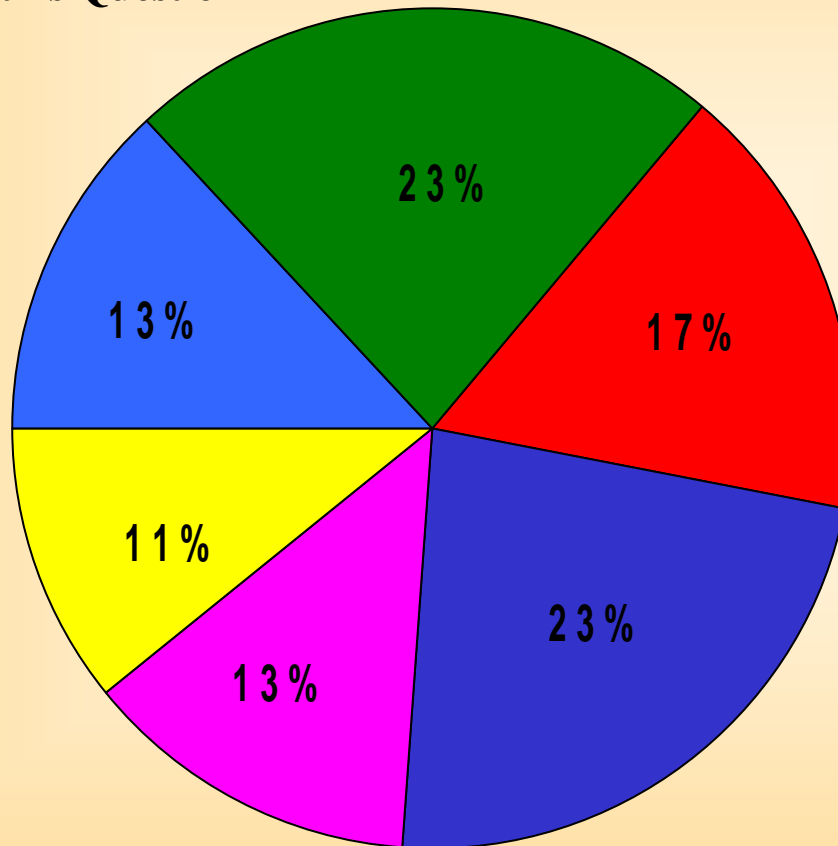
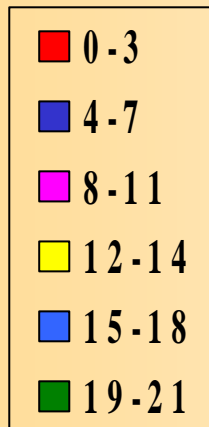


# Frequency of Use Per Week (Dining Facility)



**1004 Surveys**

**967 Responses to this Question**



**47% of those surveyed are eating more than 12 meals per week in the dining facility.**

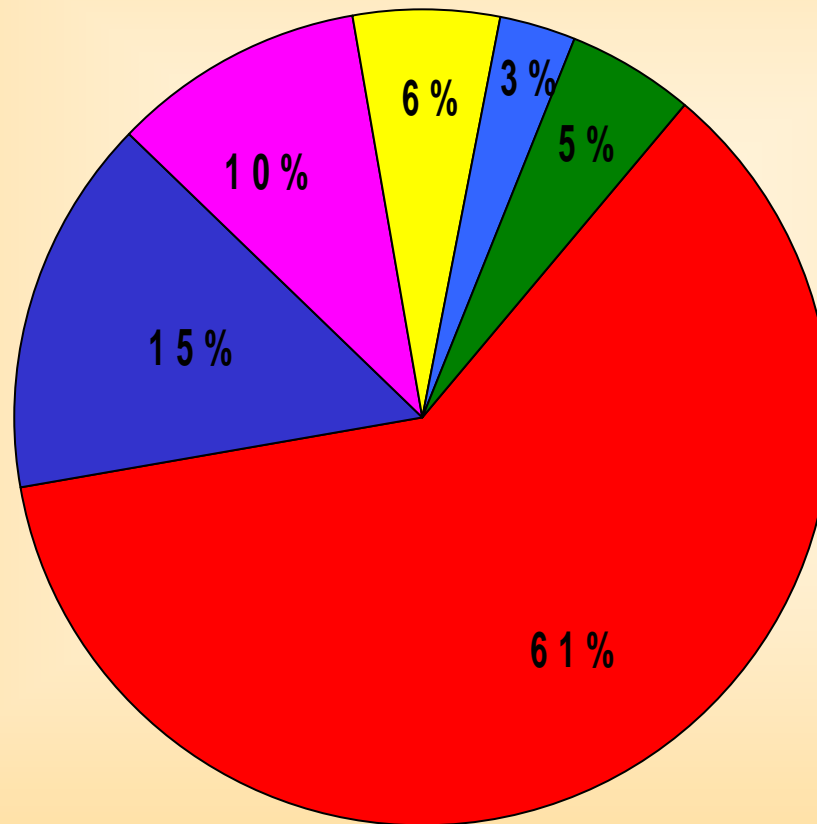
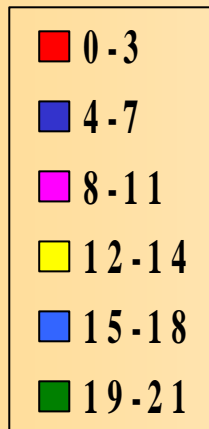


# Frequency of Use Per Week (Carryout)



1004 Surveys

473 Responses to this Question



**Low number of responses to this question (473) indicates the carryout option is frequently not available or being used.**

**FMAT visits indicate carryout areas build into DFACs are seldom utilized.**



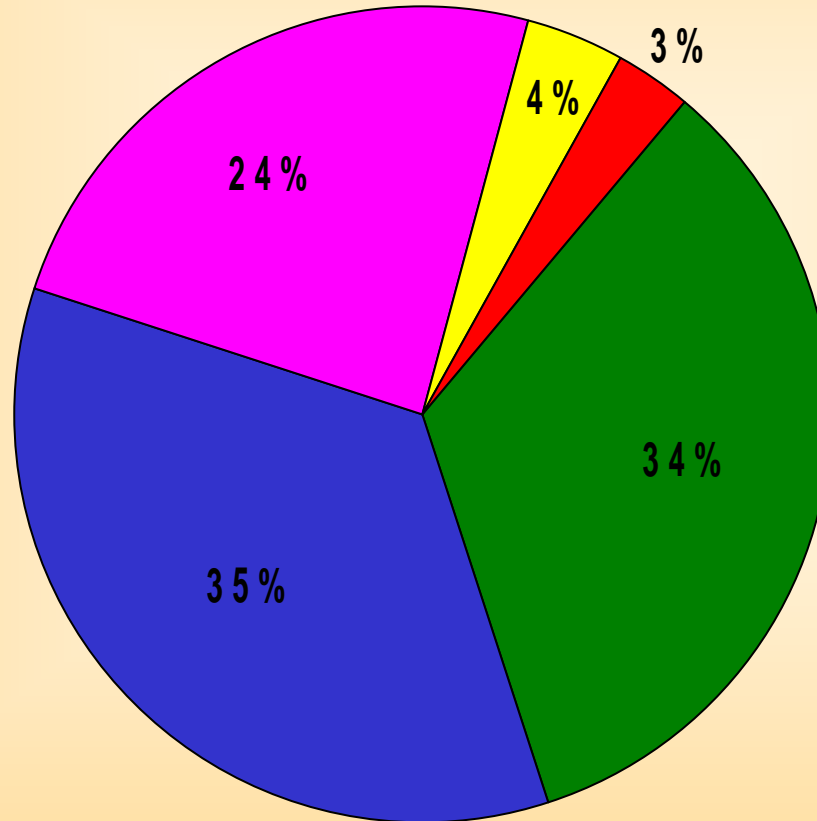


# Overall Evaluation of My Dining Facility



**1004 Surveys**

**987 Responses to this Question**



**93% of those surveyed rate overall satisfaction with the dining facility as *Good* to *Excellent*.**

**Ratings on individual areas within the dining facility follow on the next 8 slides.**

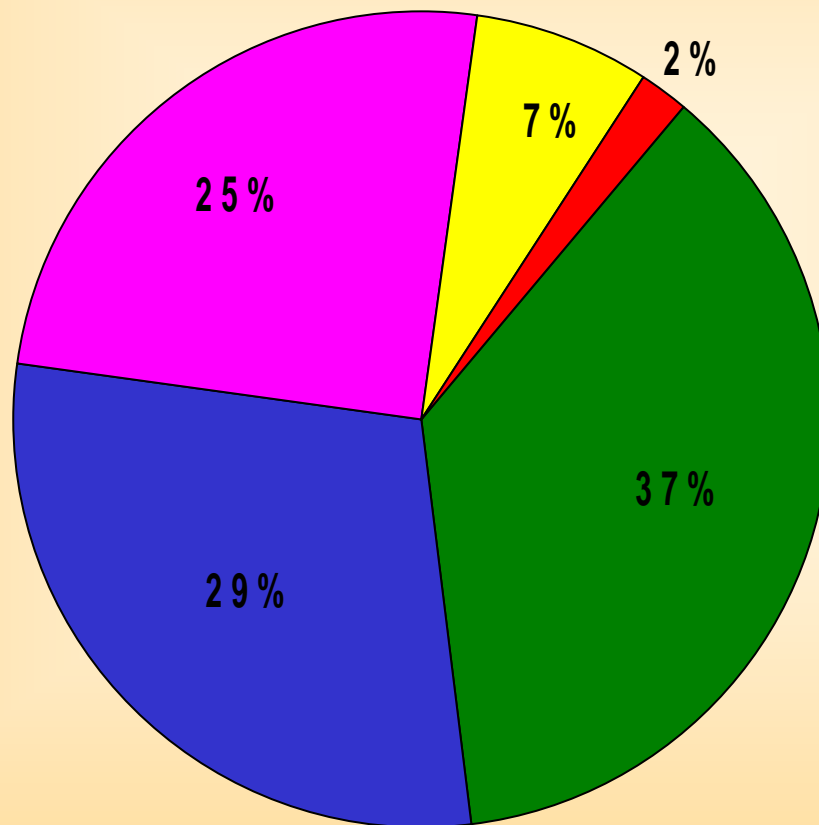


# Rate Your Dining Facility (Speed of Headcount)



1004 Surveys

920 Responses to this Question



**91% rate this area as  
*Good to Excellent.***

- Excellent
- Very Good
- Good
- Poor
- Bad

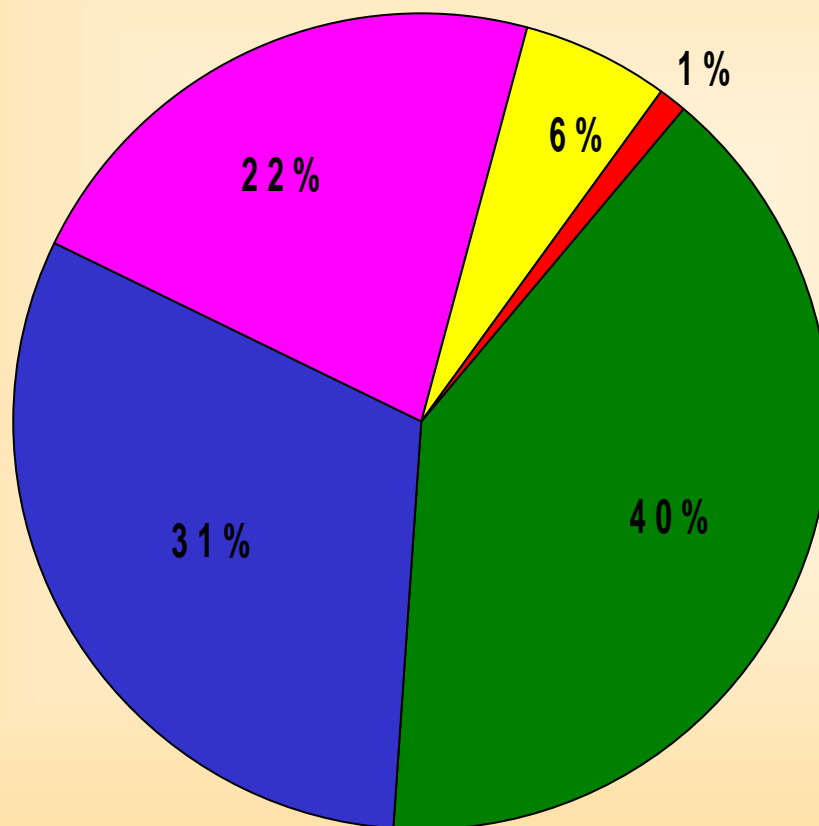


# Rate Your Dining Facility (Friendliness of Servers)



1004 Surveys

970 Responses to this Question



**93% rate this area as  
*Good to Excellent.***

- E x c e l l e n t
- V e r y G o o d
- G o o d
- P o o r
- B a d



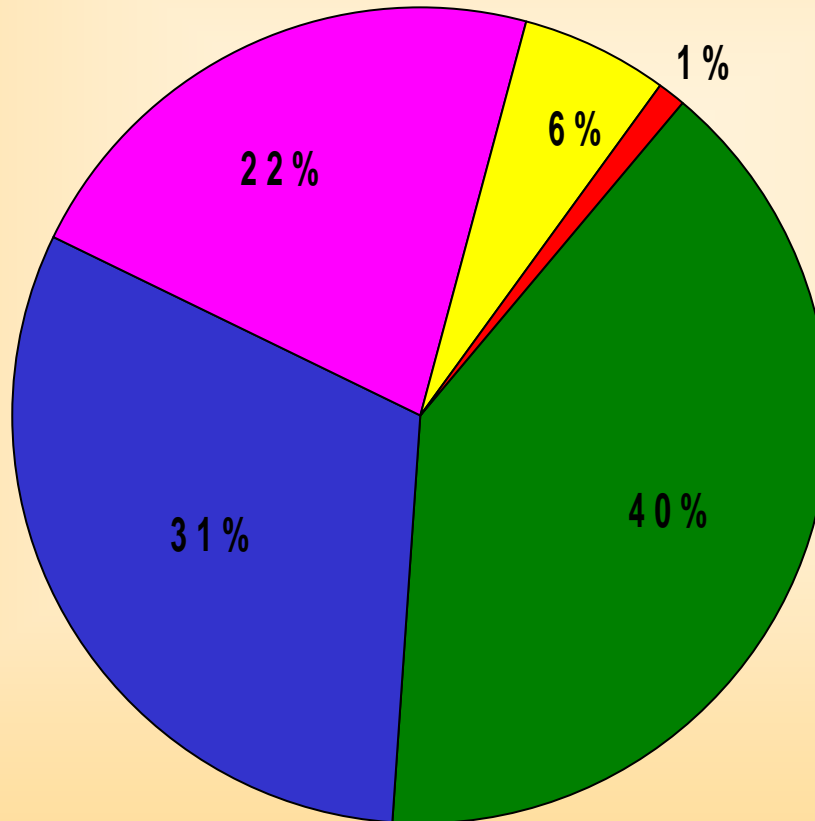


# Rate Your Dining Facility (Menu Variety)



**1004 Surveys**

**916 Responses to this Question**



**93% rate this area as  
*Good to Excellent.***

**Menu planning  
responsibilities still  
almost exclusively  
reside with the  
individual facility  
manager.**

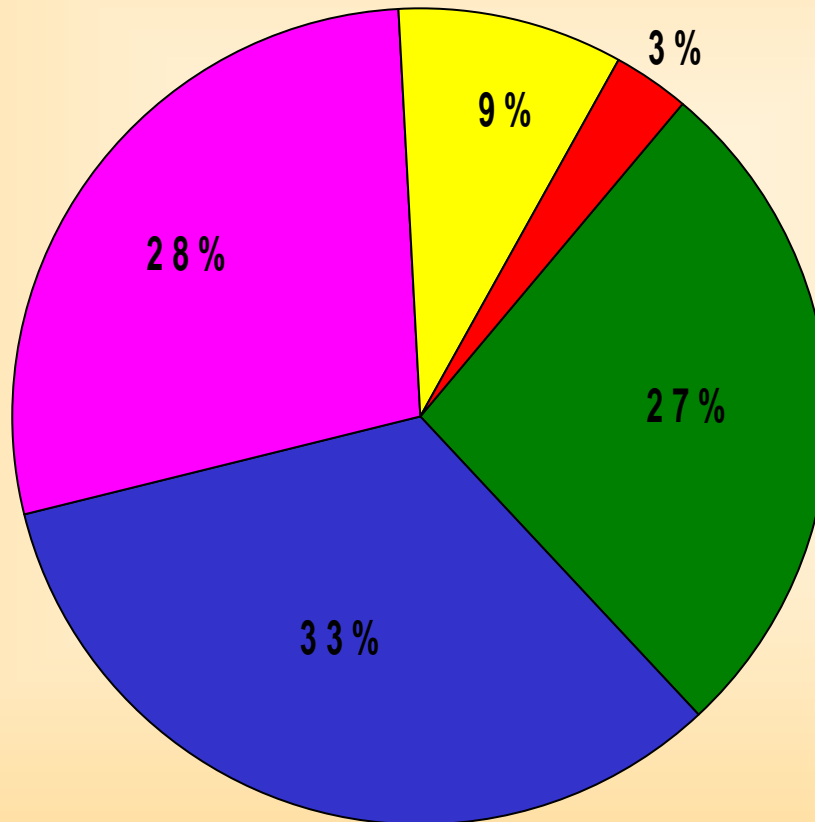


# Rate Your Dining Facility (Quality of Food)



**1004 Surveys**

**942 Responses to this Question**



**88% rate this area as  
*Good to Excellent.***

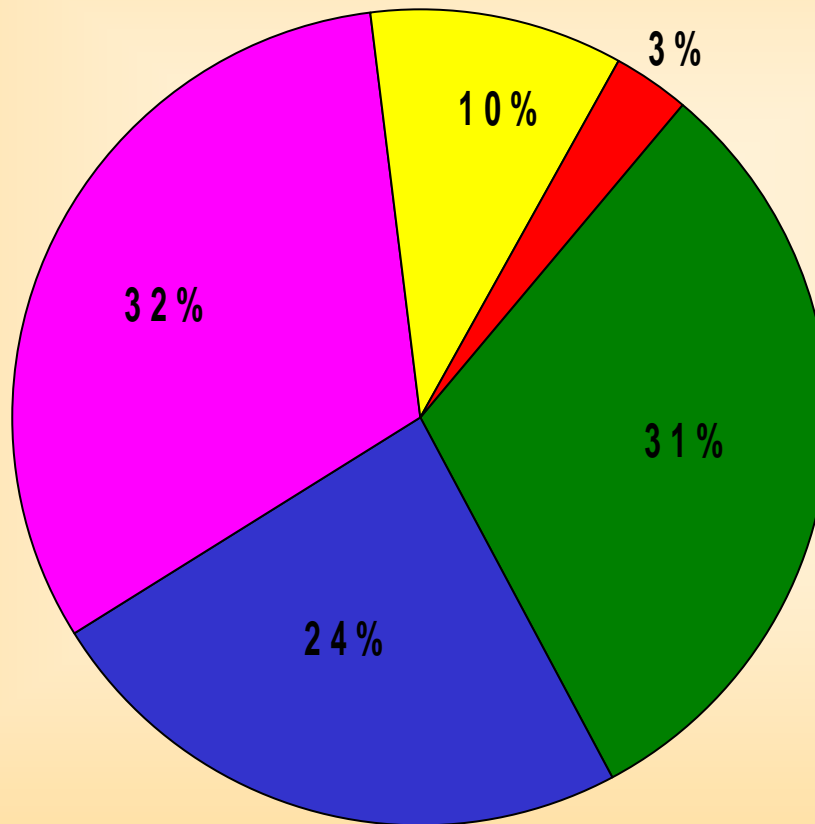


# Rate Your Dining Facility (Meeting My Special Requests)



**1004 Surveys**

**830 Responses to this Question**



**87% rate this area as  
*Good to Excellent.***

**Survey  
respondents and  
Commanders  
frequently are  
unclear what this  
question means.**



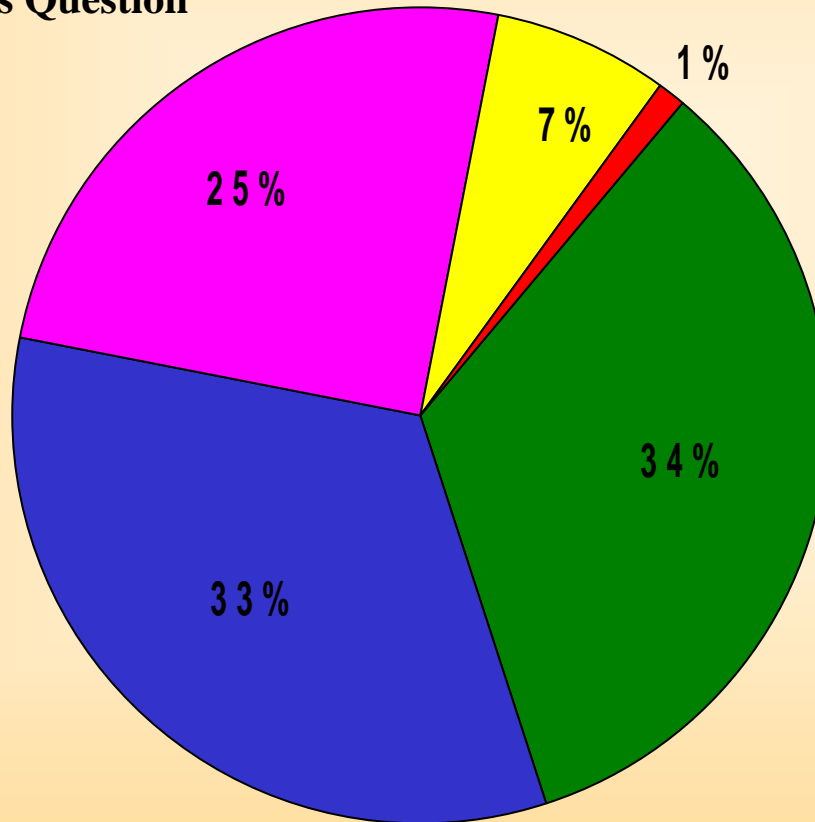
# Rate Your Dining Facility (Self Service Equipment Available/Operational)



1004 Surveys

864 Responses to this Question

**93% rate this area as  
*Good to Excellent.***



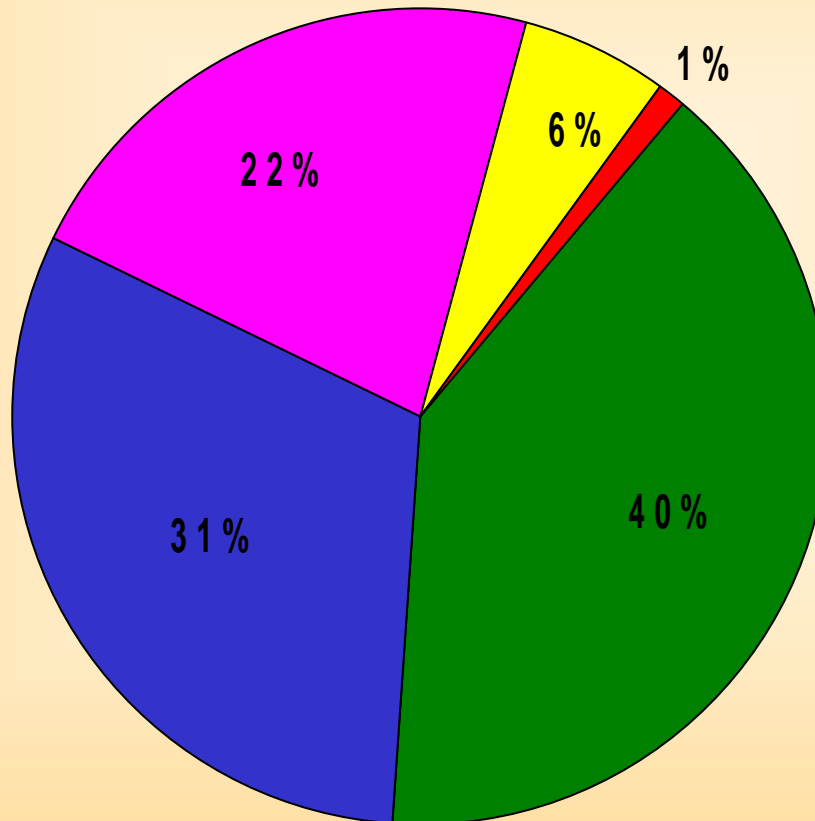


# Rate Your Dining Facility (Cleanliness of Facility)



1004 Surveys

872 Responses to this Question



**93% rate this area as  
*Good to Excellent.***

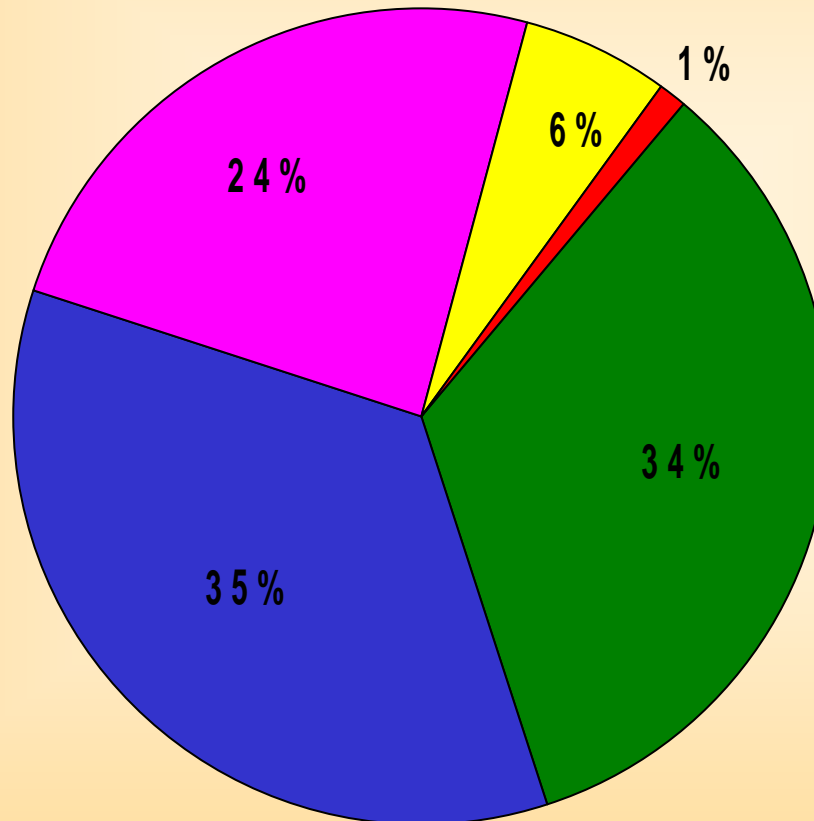


# Rate Your Dining Facility (Design, Décor and Comfort)



**1004 Surveys**

**857 Responses to this Question**



**93% rate this area as  
*Good to Excellent.***



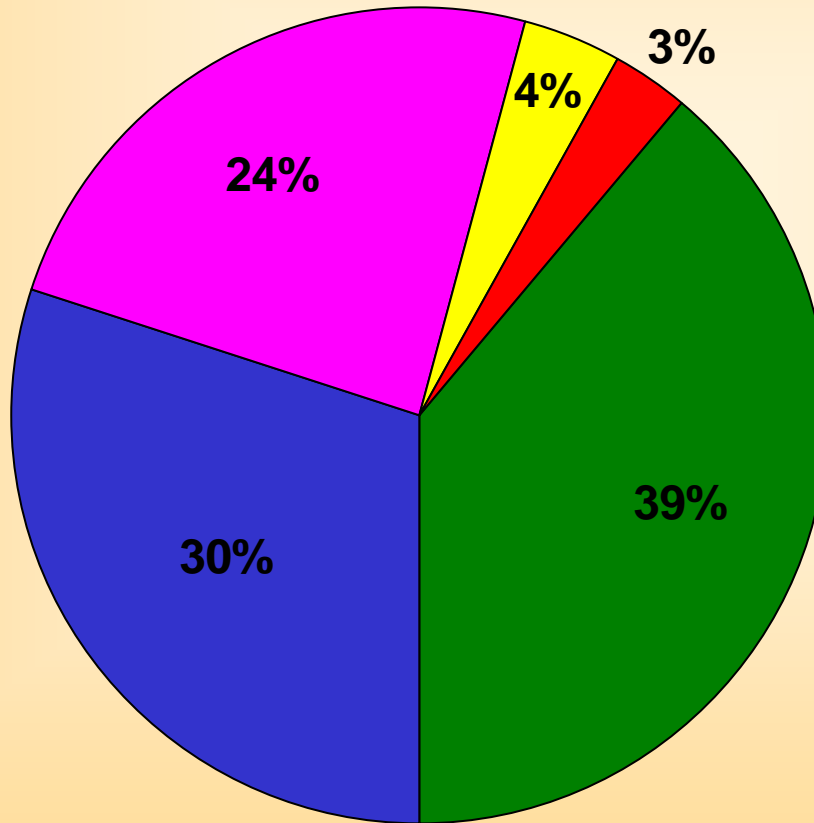


# Convenience of Operating Hours (Weekday)



1004 Surveys

784 Responses to this Question



- Excellent
- Very Good
- Good
- Poor
- Bad

**93% of those surveyed rate satisfaction with weekday operating hours as *Good* to *Excellent*.**

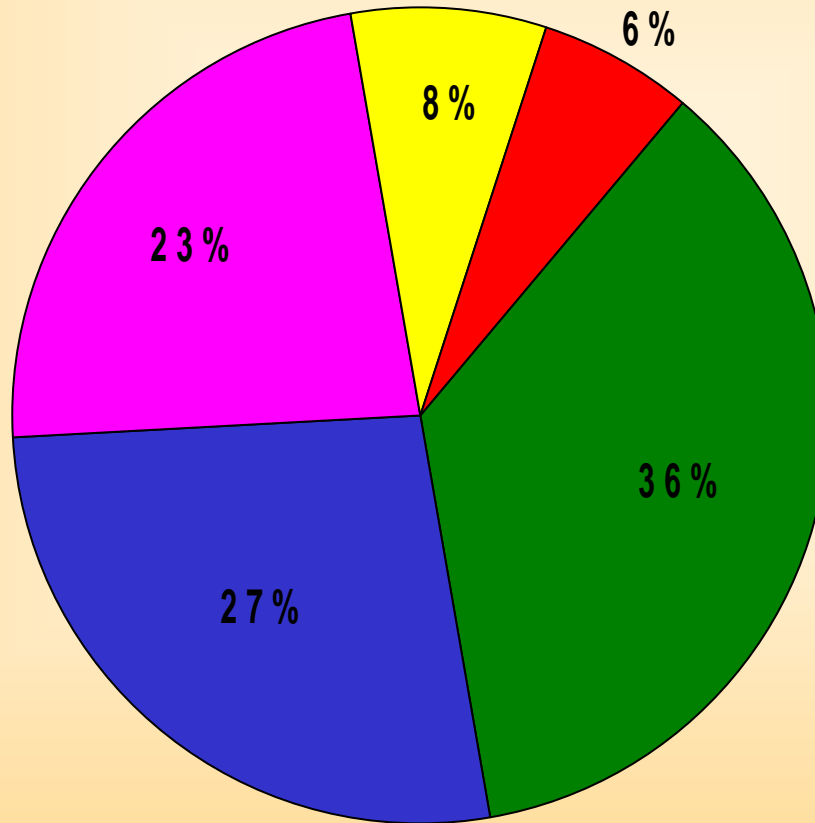


# Convenience of Operating Hours (Weekend)



**1004 Surveys**

**704 Responses to this Question**



**14 of the 22  
installations visited  
are utilizing  
Brunch/Supper on  
weekends.**

**Exceptions are  
mainly IET dining  
facilities.**

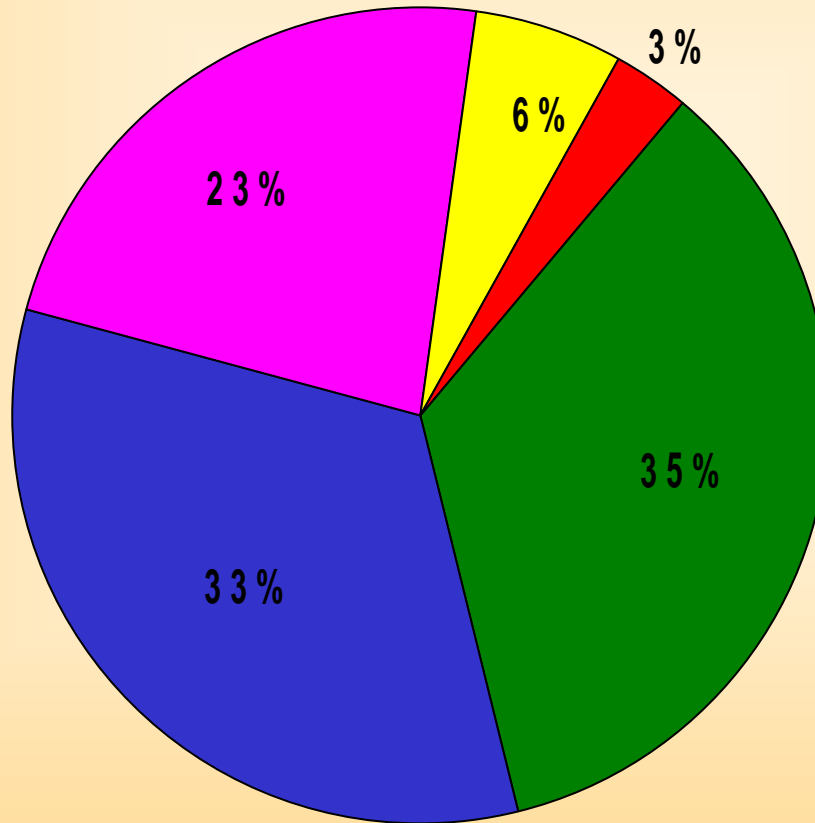


# Convenience of Operating Hours (Carryout)



**1004 Surveys**

**615 Responses to this Question**



**Carryout hours of operation are almost always during scheduled meal periods.**



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